Installation of snper cop by MTNL

3502 PROF. VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Mahanagar Telephone Nigam Ltd. (MTNL) has installed a super cop to Improve the quality of telephone services in Delhi;

(b) if so, the details thereof and the extent to which the system has been helpful to the subscribers;

(c) whether complaints of the subscribers are still mounting wiihout any meaningful relief to them; and

(d) if not, the number of complaints received in December, 1994 and January and February, 1995 and how do the same compare with the complaints during the same period in the preceding three years?'

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI" SUKH RAM): (a) to (d) The information is being collected and will be placed on the Table of the House.

Capacity utilization in ITI

3503. SHRI SANJAY DALMIA: Will the Minister of COMMUNICATONS be pleased to state:

(a) whether there has been under utilisation of installed production capa city in Indian Telephone Industries (ITI);

(b) if so the details of actual production during the last three years year-wise and unit-wise; and

(c) the steps taken to ensure full utilisation of installed capacity of I.T.I. units and to strengthen and modernise them?

THE MINISTER OF STATE FOR COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) The capacity is defined in terms of finishes products but in telecom sector chanegs in product mix; technology level of integration; the stages of product life cycle etc. considerably influence the capacity of a unit. It is; therefore; difficult to arrive at the exact capacity of the various Products *of* the Company. However, during 1994-95, mainly due to competition from other manufacturers ITI faced difficulty in getting sufficient orders. Details of the actual production during the last three years year-wise and unitwise are as under (Figures for 1994-95 all provisional")

Unit	Target	Actual (1991-92	Target	Actual (1992-93)	Target	Actual (1993-94)	Target	Actual (1994-95) (Prov.)
							(In Crores of Rs.)	
Bangalore	276	345	495	456	467	352	491.00	234.33
Electronic City Unit Bangalore	74	84	122	156	182	173	140.00	110.30
Naini	176	177	215	300	218	284	200.00	120.90
Rae-Bareli	84	115	137	161	180	130	164.00	98.56
Mankapur	319	291	280	317	318	390	363.00	284. 64
Palghat	83	84	106	105	146	160	175.00	132.29
Srinagar	3	1	2	1	1	1	1.00	001.23
I&M and Others	..	17	..	26	8	30	86.00	42.7
Grand Total	1015	1114	1357	1522	1520	1520	1620.00	1025.02